

EXAMINER'S AMENDMENT

An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Amy Pattillo on 7/17/08.

The application has been amended as follows:

Claim 14

Remove "0076-0078, figure 8, element 806" on line 17.

The following is an examiner's statement of reasons for allowance: The prior art of record fails to teach managing error analysis within a grid environment wherein an agent is enabled to receive multiple types of error messages generated from the multiple diverse systems within the grid environment. Each error message is parsed to determine a general error indicator, an application identifier and a requester identifier. Then, the agent attempts to resolve the general error indicator and return a solution to each parsed error message. The agent resolves the error by using a policy validated against an XML document-type-definition (DTD) and specifies the transmission of the solution in a format specified for the requester system. Alternatively, the agent may distribute the parsed error message to a troubleshooting agent that is specialized in resolving specific types of errors in combination with all the elements in the independent claim.

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Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Any inquiry concerning this communication or earlier communications from the examiner should be directed to DJENANE M. BAYARD whose telephone number is (571)272-3878. The examiner can normally be reached on Monday- Friday 5:30 AM- 3:00 PM..

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Rupal Dharra can be reached on (571) 272-3880. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Djenane Bayard

/D. M. B./

Examiner, Art Unit 2141

/William C. Vaughn, Jr./

Supervisory Patent Examiner, Art Unit 2144

Application Number**Application/Control No.**

10/757,270

**Applicant(s)/Patent under
Reexamination**

DI LUOFFO ET AL.

Examiner

DJENANE M. BAYARD

Art Unit

2141